

## STATE OF SOUTH CAROLINA

(Caption of Case)

Annual Report of Cricket Communication, Inc. as an  
Eligible Telecommunications CarrierBEFORE THE  
PUBLIC SERVICE COMMISSION  
OF SOUTH CAROLINA

COVER SHEET

DOCKET

NUMBER: 2012 - 260 - C

237469

SK

001/2/2

(Please type or print)

Submitted by: John M. S. Hoefer, Esquire

SC Bar Number: 2549

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NOTE: The cover sheet and information contained herein neither replaces nor supplements the filing and service of pleadings or other papers as required by law. This form is required for use by the Public Service Commission of South Carolina for the purpose of docketing and must be filled out completely.

## DOCKETING INFORMATION (Check all that apply)

- ☐ Emergency Relief demanded in petition ☐ Request for item to be placed on Commission's Agenda expeditiously
- ☐ Other:

## INDUSTRY (Check one)

## NATURE OF ACTION (Check all that apply)

- |  |  |  |  |
|--|--|--|--|
| <input type="checkbox"/> Electric                      | <input type="checkbox"/> Affidavit                 | <input type="checkbox"/> Letter                            | <input type="checkbox"/> Request                         |
| <input type="checkbox"/> Electric/Gas                  | <input type="checkbox"/> Agreement                 | <input type="checkbox"/> Memorandum                        | <input type="checkbox"/> Request for Certification       |
| <input type="checkbox"/> Electric/Telecommunications   | <input type="checkbox"/> Answer                    | <input type="checkbox"/> Motion                            | <input type="checkbox"/> Request for Investigation       |
| <input type="checkbox"/> Electric/Water                | <input type="checkbox"/> Appellate Review          | <input type="checkbox"/> Objection                         | <input type="checkbox"/> Resale Agreement                |
| <input type="checkbox"/> Electric/Water/Telecom.       | <input type="checkbox"/> Application               | <input type="checkbox"/> Petition                          | <input type="checkbox"/> Resale Amendment                |
| <input type="checkbox"/> Electric/Water/Sewer          | <input type="checkbox"/> Brief                     | <input type="checkbox"/> Petition for Reconsideration      | <input type="checkbox"/> Reservation Letter              |
| <input type="checkbox"/> Gas                           | <input type="checkbox"/> Certificate               | <input type="checkbox"/> Petition for Rulemaking           | <input type="checkbox"/> Response                        |
| <input type="checkbox"/> Railroad                      | <input type="checkbox"/> Comments                  | <input type="checkbox"/> Petition for Rule to Show Cause   | <input type="checkbox"/> Response to Discovery           |
| <input type="checkbox"/> Sewer                         | <input type="checkbox"/> Complaint                 | <input type="checkbox"/> Petition to Intervene             | <input type="checkbox"/> Return to Petition              |
| <input checked="" type="checkbox"/> Telecommunications | <input type="checkbox"/> Consent Order             | <input type="checkbox"/> Petition to Intervene Out of Time | <input type="checkbox"/> Stipulation                     |
| <input type="checkbox"/> Transportation                | <input type="checkbox"/> Discovery                 | <input type="checkbox"/> Prefiled Testimony                | <input type="checkbox"/> Subpoena                        |
| <input type="checkbox"/> Water                         | <input type="checkbox"/> Exhibit                   | <input type="checkbox"/> Promotion                         | <input type="checkbox"/> Tariff                          |
| <input type="checkbox"/> Water/Sewer                   | <input type="checkbox"/> Expedited Consideration   | <input type="checkbox"/> Proposed Order                    | <input checked="" type="checkbox"/> Other: Annual Report |
| <input type="checkbox"/> Administrative Matter         | <input type="checkbox"/> Interconnection Agreement | <input type="checkbox"/> Protest                           |  |
| <input type="checkbox"/> Other:                        | <input type="checkbox"/> Interconnection Amendment | <input type="checkbox"/> Publisher's Affidavit             |  |
|  | <input type="checkbox"/> Late-Filed Exhibit        | <input type="checkbox"/> Report                            |  |

**WILLOUGHBY & HOEFER, P.A.**

ATTORNEYS & COUNSELORS AT LAW

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AREA CODE 803  
TELEPHONE 252-3300  
TELECOPIER 256-8062

\*ALSO ADMITTED IN TX

June 29, 2012

**VIA HAND DELIVERY**

The Honorable Jocelyn G. Boyd  
Chief Clerk/Administrator  
**Public Service Commission of South Carolina**  
101 Executive Center Drive  
Columbia, South Carolina 29210

RE: Annual Report of Cricket Communications, Inc. (f/k/a Hargray Wireless, LLC)  
as an Eligible Telecommunications Carrier

Dear Ms. Boyd:

This firm represents Cricket Communications, Inc. Enclosed please find the original and ten (10) copies of the above-referenced document. Please accept these documents for filing and acknowledge your receipt of same by returning a copy of this letter to me, bearing your file-stamp, via our courier.

Please be advised that the material attached to Exhibit 1 referenced in paragraph 4(a) of this Annual Report has been marked as "Confidential Information" and is being submitted under seal in a separate envelope marked "confidential" in accordance with Commission Order No. 2005-226 issued in Docket No. 2005-83-A and dated May 6, 2005. A redacted version of this material is included as required by Order No. 2005-226. Cricket Communications, Inc. hereby requests that the material designated as "Confidential Information" and enclosed in the separate envelope marked "confidential" be exempted from public disclosure in accordance with 26 S.C. Code Ann. Regs. R.103-804.S(2). The basis for this request is the same as that submitted to, and found to be appropriate by, the Commission in its Order No. 2006-415 in Docket No. 2003-227-C issued July 24, 2006.

By copy of this letter, we are providing a copy this filing to the Executive Director of the Office of Regulatory Staff ("ORS"). In accordance with S.C. Code Ann. §58-4-55(C)(Supp. 2011), the "Confidential Information" referenced in the preceding paragraph is being provided to

(Continued . . .)

The Honorable Jocelyn G. Boyd

June 29, 2012

Page 2

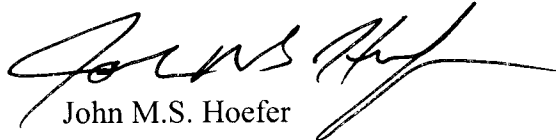
ORS under seal and designated as "confidential or proprietary" information and therefore exempt from public disclosure by that agency as well.

Based upon the foregoing documentation, Cricket Communications, Inc. submits that it is in compliance with federal and state regulations and rules and respectfully requests that the Commission so notify the Federal Communications Commission and the Universal Service Administrative Company by October 1, 2012, so that federal support for Cricket Communications, Inc., for the upcoming fiscal year will be ensured as contemplated by Commission Regulation 103-690.1.B.a.

If you have any questions, or need additional information, please do not hesitate to contact me. With best regards, I am

Sincerely,

**WILLOUGHBY & HOEFER, P.A.**



John M.S. Hoefer

JMSH/ccm

Enclosures

cc: Honorable C. Dukes Scott  
Nanette S. Edwards, Esquire

**ANNUAL REPORT OF ELIGIBLE TELECOMMUNICATIONS CARRIER  
CRICKET COMMUNICATIONS, INC. FOR PERIOD ENDING DECEMBER 31, 2011**

1. **Applicability** – Hargray Wireless, LLC, was designated as an eligible telecommunications carrier (“ETC”) by Public Service Commission of South Carolina (“Commission”) in Order No. 2007-804, Docket No. 2003-227-C, November 14, 2007. Effective December 31, 2008, Hargray Wireless, LLC, was merged into Cricket Communications, Inc. (“Cricket”). Further, Cricket was designated as an ETC by the Commission in Order No. 2010-475, Docket No. 2010-21-C, July 28, 2010, to provide Lifeline and Linkup service only. Therefore, Cricket is making this annual report (1) pursuant to the requirements for same set out in said Orders and (2) in accordance with the provisions of Commission Regulation 103-690.1. Where noted, certain portions of this annual report do not apply to Cricket’s Lifeline and Linkup service offerings in accordance with Commission Regulation 1-3-690.1.B(b)(11).

2. **Reporting Period** – This Annual Report covers the period January 1, 2011, through December 31, 2011.

3. **Service Commitment** – Cricket commits to comply with Cellular Telecommunications and Internet Association’s Consumer Code for Wireless Service.

4. **Information required by 103-690.1.B(b)**

a. Two year service quality improvement plan progress report and update

See Exhibit 1. This requirement does not apply to Cricket’s ETC area approved in Order No. 2010-475.

b. Outage information

There were no outages during the reporting period. This requirement does not apply to Cricket’s ETC area approved in Order No. 2010-475.

c. Unfulfilled service requests

There were no unfulfilled service requests from potential customers for the period January 1, 2011, through December 31, 2011. No applications for new service were held over 30 days. All commitments for service were fulfilled.

d. Trouble reports

The number of complaints or trouble reports per thousand handsets during the

reporting period was "0".

e. CTIA consumer code certification

Cricket certifies that it is complying with Cellular Telecommunications and Internet Association's Consumer Code for Wireless Service.

f. Function in emergency situations

Cricket certifies that it is able to function in an emergency situation. A detailed report regarding Cricket's ability to address emergency situations is attached as Exhibit 2.

g. Comparable local usage plan certification

Not applicable.

h. Potential FCC equal access requirement certification

Cricket certifies that it is aware that the Federal Communications Commission may require that Cricket provide equal access to long distance carriers in the event that no other eligible telecommunications carrier is providing equal access within the Cricket ETC designated area.

i. Lifeline and Linkup customer count

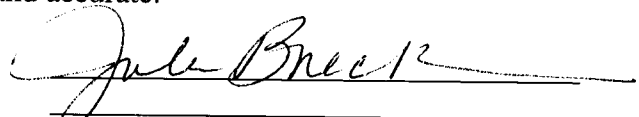
As of December 31, 2011, Cricket served 2031 Lifeline and Linkup customer(s).

j. Lifeline verification or certification

The Lifeline Verification Survey or Certification filed with USAC on August 31, 2011, is attached as Exhibit 3.

**CERTIFICATION**

I, the undersigned, do hereby certify that the factual information set forth herein, and in the attachments hereto, is true and accurate except as to matters stated upon information and belief and, as to same, I believe them to be true and accurate.

  
\_\_\_\_\_  
Name Julie Buechler  
Title Manager bait Program  
Date 6-25-12

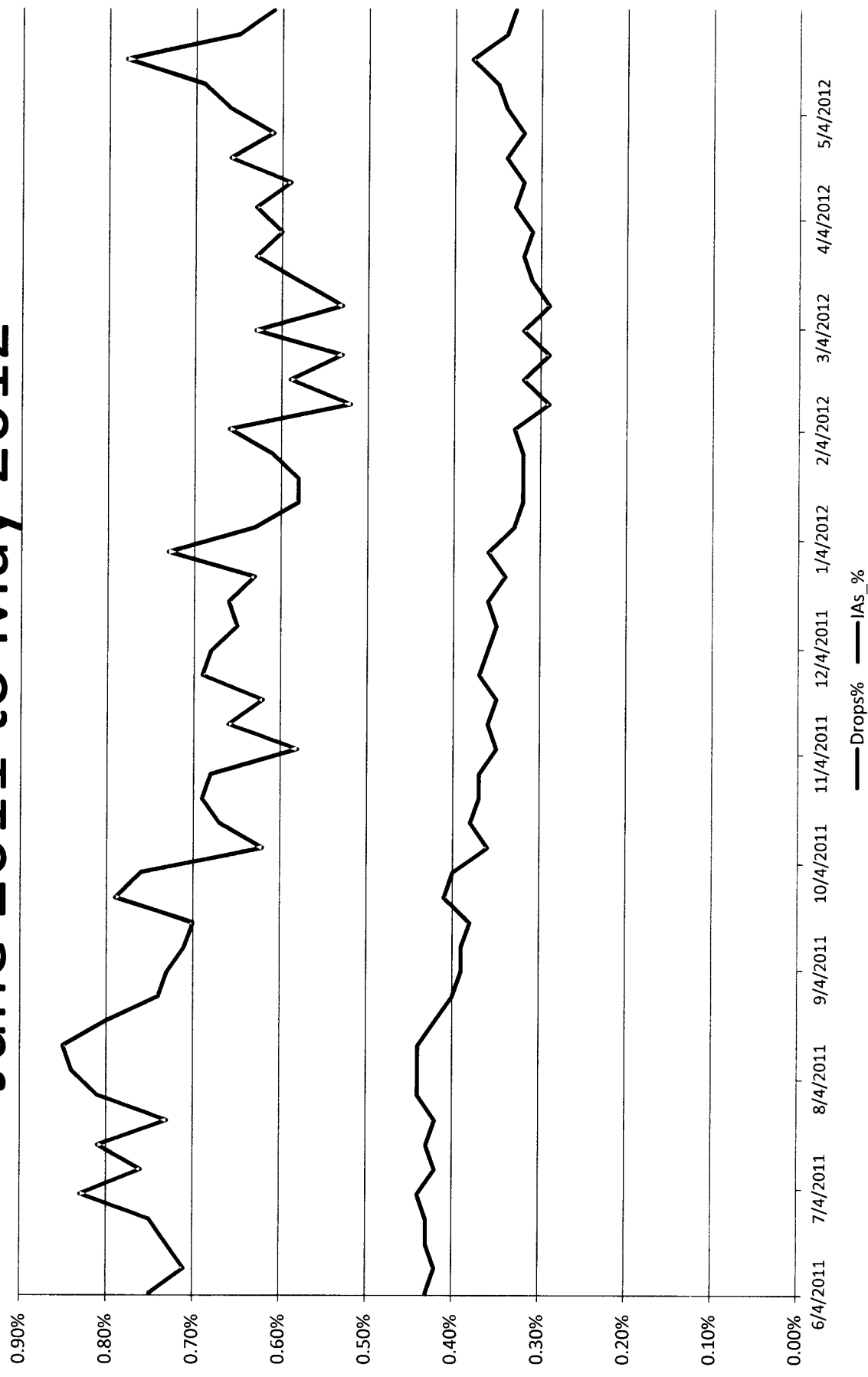
## EXHIBIT 1

From its April 1, 2007, acquisition of Hargray Wireless, LLC, Cricket Communications, Inc. has continually devoted significant resources to modifications to the original system to provide for a more efficient method of expanding coverage in the ETC designated area. Also, since the last re-certification filing in June of 2011, Cricket has added one new cell site in the ETC designated area, specifically SAV-578 located near the Marine Corps Air Station Beaufort ("MCAS") and Dale, South Carolina and environs, which went on line in March of this year, Cricket has also upgraded its data network to increase voice capacity on its system. Cricket estimates that it has increased the percentage of population ("POPs") covered in the ETC designated area by 1,993 as a result of the new cell site. Further, and as also shown in Attachment "1-A", for the period June, 2011 to May, 2012, the incidence of dropped calls has decreased in the ETC designated area from approximately 0.75% to approximately 0.63% and the incidence of ineffective call attempts in the ETC designated area has decreased from approximately 0.40% to 0.33%. Cricket has expended approximately \$3,326,043 in the foregoing effort to improve voice quality and increase the number of covered POPs. Details of these investments described above are set forth on Attachment "1-B" hereto, for which Cricket seeks confidential treatment.

Cricket's projected two-year service quality improvement plan currently contemplates relocation of cell site SAV-530 by December, 2012, to improve coverage to the southern portion of Beaufort, upgrades to antennae to enhance voice performance and throughput at three cell sites in the Seabrook and north Beaufort areas, upgrades to Ethernet backhaul status for 25 cell sites, upgrades to between 50 and 78 base stations to add voice and data capacity, planning for upgrades to next generation (4G) high speed data (LTE), along with continued investment in operational expenditures. Specifics of the investment required to implement this plan are also set forth on Attachment "1-B" for which Cricket seeks confidential treatment. Specifics of the enhancements to coverage are depicted on the maps included as Attachment "1-C", for which Cricket also seeks confidential treatment.

# Voice Statistics, June 2011 to May 2012

Attachment 1(a)



Attachment “1-B”  
To Exhibit 1

CONFIDENTIAL



Attachment “1-C”  
To Exhibit 1

CONFIDENTIAL

## EXHIBIT 2

All mobile switching centers and cell sites have battery backup power. Also, each switching center has a dedicated diesel generator and there are several cell site generators in the market area. In instances of power outages, priority is set based upon traffic, cell site location and time of day. In certain parts of the service area, a cell on wheels (COW) can be deployed. In case of a total switch outage, a mobile command center may be established by each switch vendor.

# Annual Lifeline Certification & Verification

Complete Section 1, 2, 3, or 4. Then complete the chart below.

1. ☐ Eligible Telecommunications Carrier (ETC) serving **Federal Default State** *(complete columns A through F and sign below)*

I certify that the company listed below has procedures in place to verify the continued eligibility of a statistically valid random sample of its Lifeline customers. Results are provided in the chart below. I certify that the company listed below has procedures in place to review income documentation and that, to the best of my knowledge, the company was presented with documentation of the consumer's household income. I am an officer of the company named below. I am authorized to make this certification for the Study Area(s) listed below.

OR

2. ☒ Eligible Telecommunications Carrier (ETC) serving **Non-Federal Default State** *(complete columns A through C and sign below; complete columns D and E if required by your state commission)*

I certify that the company listed below is in compliance with the Lifeline and Link Up verification procedures in place in the state(s) listed below. If any Lifeline customers of the company listed below qualify based on income, I certify that the company listed below is in compliance with state Lifeline income certification procedures and that, to the best of my knowledge, documentation of income was presented. I am an officer of the company named below. I am authorized to make this certification for the Study Area(s) listed below.

OR

3. ☐ Wireless Eligible Telecommunications Carrier (ETC) serving **Non-Federal Default State** that does **not assert jurisdiction over Wireless ETCs**, and, therefore, are following federal default certification and verification procedures *(complete columns A through F and sign below)*

I certify that the company listed below has procedures in place to verify the continued eligibility of a statistically valid random sample of its Lifeline customers. Results are provided in the chart below. I certify that the company listed below has procedures in place to review income documentation and that, to the best of my knowledge, the company was presented with documentation of the consumer's household income. I am an officer of the company named below. I am authorized to make this certification for the Study Area(s) listed below.

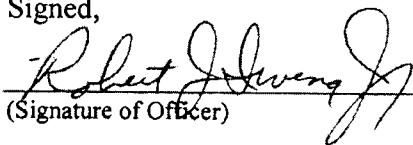
OR

4. ☐ I certify that my company has not claimed federal Low Income support for any Lifeline customers in \_\_\_\_\_ (insert current year).

A	B	C	D	E	F
Company Name*	SAC (6 digit number)	State	Customers Surveyed or Verified	Customers Found to be Ineligible	Non- Responding Customers
Cricket Communications	189008	MD			
Cricket Communications	429012	MO			
Cricket Communications	249001	SC			
Cricket Communications					

\* Companies with more than 5 SACs in any of the categories enumerated as 1-4 above may attach an Appendix with the requested information for the chart.

Signed,



Robert J. Irving, Jr.

(Printed Name of Officer)

Secretary

(Title of Officer)

Julie Buechler

(Person Completing this Sample Letter)

858-882-9303

(Contact Phone Number)

5887 Copley Drive

San Diego, CA 92111

(Company Address)

8/26/11

(Date)

Submit to USAC using only **ONE** method:

Fax to: (202) 776-0080

E-mail to: [LiVerifications@usac.org](mailto:LiVerifications@usac.org)

Mail to: USAC - Low Income Program  
2000 L Street, NW, Suite 200  
Washington, DC 20036

***Deadline: August 31<sup>st</sup>***